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		(JULY 1993 TO MARCH 2001)															Page 2 of 3
		(000's)															
	JUL '93 THRU DEC '99	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	GRAND TOTAL
CODE	ACTUALS																
RELOCATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
RELOCATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
RENT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.3	0.9
RENT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	0.3	0.3	0.9
UTILITIES	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
UTILITIES	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TELECOMMUTING	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
TELEPHONE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TELEPHONE	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
OFFICE EQUIPMENT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
OFFICE EQUIPMENT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SUPPLIES	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
SUPPLIES	1.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.5
COURIER	1.5	0.0	0.0	0.0	0.4	0.0	0.0	0.0	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.1
POSTAGE	16.3	1.1	0.0	0.0	0.2	0.1	0.0	2.0	0.4	0.3	0.3	0.2	0.2	0.1	0.2	0.2	21.6
POSTAGE	17.8	1.1	0.0	0.0	0.6	0.1	0.0	2.0	0.6	0.3	0.3	0.2	0.2	0.1	0.2	0.2	17.8
PRINTING	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
PRINTING	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
D/P OPERATING EXP.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
D/P OPERATING EXP.	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SOFTWARE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
SOFTWARE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DATA NETWORK	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DATA NETWORK	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
INSURANCE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
INSURANCE	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

DETAILED NECA EXPENSES
(JULY 1993 TO MARCH 2001)
(000's)

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CODE	JUL '93 THRU DEC '99 ACTUALS	Jan-00	Feb-00	Mar-00	Apr-00	May-00	Jun-00	Jul-00	Aug-00	Sep-00	Oct-00	Nov-00	Dec-00	Jan-01	Feb-01	Mar-01	GRAND TOTAL
NET INVESTMENT INCOME																	
INTEREST INCOME	-5359.6	-100.9	-166.3	-89.4	-122.1	-39.3	-691.7	-64.7	-88.0	-103.4	-112.8	-105.7	-40.6	-142.4	-88.7	-168.9	-7484.5
LATE PAYMENT CHARGE	-27.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-27.6
NET INVESTMENT INCOME	-5387.2	-100.9	-166.3	-89.4	-122.1	-39.3	-691.7	-64.7	-88.0	-103.4	-112.8	-105.7	-40.6	-142.4	-88.7	-168.9	-7512.1
DEPRECIATION/AMORT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DEPRECIATION/AMORT	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TAXES	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TAXES	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
COST ALLOCATION																	
COST ALLOCATION	1641.4	15.0	14.0	5.0	9.0	41.0	9.0	16.0	52.0	20.0	19.0	7.0	65.0	11.0	10.0	8.0	1942.4
COST ALLOCATION	1641.4	15.0	14.0	5.0	9.0	41.0	9.0	16.0	52.0	20.0	19.0	7.0	65.0	11.0	10.0	8.0	1942.4
INS AMORTIZATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
INS AMORTIZATION	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL EXPENSES	-2857.2	-76.7	-144.2	-74.3	-98.5	33.6	-666.3	-36.6	-22.4	-71.9	-66.3	-88.5	44.3	-110.3	-54.1	-136.9	-4426.3
MANAGER	31.25	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0	34.25
TOTAL FORCE	31.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	34.25
CONTRACT LABOR	14.07	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.07
TOTAL	45.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.00	1.00	1.00	48.32
TRIPS	53	0	0	1	1	1	0	0	2	0	4	0	0	0	0	0	62

INTERSTATE TRS FUND REQUIREMENTS

(July 2001 thru June 2002)

	Interstate TRS	Interstate STS	Intrastate & Interstate VRS
1. Proposed Reimbursement Rate	\$1.309	\$2.620	\$7.449
2. Projected Minutes	41,043,614	225,219	675,146
3. Fund Size			
a. Projected Reimbursement	\$53,726,091	\$590,019	\$5,028,910
b. Uncollectible Allowance ((3a/90%)-3a)	\$5,969,566	\$65,558	\$558,768
c. Fund Requirement	\$59,695,656	\$655,577	\$5,587,678
4. TRS/STS/VRI Fund Requirement	\$65,938,911		
a. NECA Administrative Costs	\$447,000		
b. Interest Income	(\$1,500,000)		
c. National Awareness Program (10% TRS & STS Line 3a)	\$5,450,000		
c. Total Fund Requirement	\$70,335,911		
5. Surplus TRS Fund Balance (July 2000 thru June 2001)	\$10,970,413		
6. Additional Fund Requirement July 2001 thru June 2002	\$59,365,498		
7. Total 2000 End User IS Revenues Reported on FCC Form 499-A	\$81,268,261,629		
8. Projected Contribution Factor (Item 6/Item7)	0.00073		

Interstate Telecommunications Relay Service (TRS)

2001 - 2002 Monthly Schedule for Reporting Minutes and Associated Disbursement Dates

Reporting Dates	Data Month	Adjustment Months	Disbursement Dates	Definitions
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2001

No Later Than*			
July 23	June	March, April, May	August 9
August 21	July	April, May, June	September 12
September 24	August	May, June, July	October 9
October 19	September	June, July, August	November 9
November 21	October	July, August, September	December 11
December 21	November	August, September, October	January 10, 2002

Reporting Date:

Date NECA is to receive reports
(15th work day of the month)

Data Month:

Calendar month for which data
is to be reported

2002

January 22	December	September, October, November	February 11
February 21	January	October, November, December	March 11
March 21	February	November, December, January	April 9
April 19	March	December, January, February	May 9
May 21	April	January, February, March	June 11
June 21	May	February, March, April	July 10
July 22	June	March, April, May	August 9

Adjustment Months:

Prior data months for which
corrections can be submitted

Disbursement Date:

Date payment will be issued
for data being reported
(7th work day of month)

* Contingent upon sufficient funds and data processing time requirements

Questions should be addressed to the
NECA TRS Administrator on 973-884-8173.

APPENDICES

A.) TRS Provider Data Collection Form and Instructions

B.) Interstate TRS Advisory Council Information

Exhibit 1 Interstate TRS Advisory Council Membership List

Exhibit 2 Interstate TRS Advisory Council Meeting Minutes

April 25 – 26, 2000

September 21 – 22, 2000



80 South Jefferson Road
Whippany, New Jersey 07981
Phone: 973/884-8063
TTY: 973/884-8555
Fax: 973/884-8469
E-Mail: mbrenna@neca.org

Maripat Brennan
Manager
TRS and NBANC Administration

December 1, 2000

TO: PROVIDERS OF TELECOMMUNICATIONS RELAY SERVICES (TRS)

SUBJECT: ANNUAL TRS CENTER DATA REQUEST

Federal Communications Commission (FCC) rules require NECA, as TRS Fund Administrator, to collect data annually from all providers of TRS. This data is used to determine the total cost of providing relay service and to develop the reimbursement rate per completed minute to be paid to TRS providers for traditional TRS interstate minutes, Speech to Speech (STS) interstate minutes, and Video Relay Service (VRS) intrastate and interstate minutes. Eventually, after the carriers' end-user revenue data is collected on the FCC Form 499A on April 1, both sets of data will be used to calculate the carriers' fund contribution factor.

The TRS Center Data Request is designed to gather both actual and projected data to assure that the rate per minute calculations most accurately reflect the costs and demand for interstate TRS and STS services and intrastate and interstate VRS service. While the format of the Data Request is similar to the last one distributed, in May 1999, separate information for each of the different services is requested. There are individual pages for expenses for traditional TRS, for STS and for VRS in English and in Spanish. Minutes are also requested for the three services in English and in Spanish. **Please complete the attached TRS Center Data Request for each center that you operate and return the form(s) to NECA as noted on the instructions by February 1, 2001.**

All data provided in the TRS Center Data Request is treated as proprietary and confidential. Individual TRS center cost and demand data is included in the annual NECA filing but identification of the provider and the center location is masked to retain confidentiality. Data is not disclosed to anyone other than authorized NECA staff or the FCC without prior notice and consent of those providing the data.

NECA will file the proposed 2001 - 2002 TRS, STS and VRS rates per minute with the FCC on May 1, 2001 as part of its Annual Report on TRS required by the Commission's rules. The new rates will become effective July 1, 2001 upon Commission approval. Providers will receive reimbursement at the new rates for minutes handled from July 1, 2001 through June 30, 2002.

Your effort and cooperation contribute to the success of this annual process. Please contact me with any questions you may have on the Data Request.

Yours truly,

A handwritten signature in cursive script, appearing to read "Maripat", is written over a horizontal line.

Attachment

Cc: TRS Provider Distribution List

TRS CENTER DATA REQUEST DISTRIBUTION LIST

Ameritech	Beverly A. Smith
AT&T	Sue Decker
GCI	Jeff Wood
Hamilton Telecommunications	Beverly Smith
Kansas Relay Service Inc.	Rob Hodges
MCI Worldcom	Kim Wobschall
Publix Network Corp.	Raanan Liebermann
Southwestern Bell Telephone	Teresa Guerrero
Sprint	Paul Ludwick
Verizon	Paul Brizendine
Vista Information Technologies	Thomas E. O'Neill

Telecommunications Relay Services (TRS) Center Data Request Instructions

A. General Information

This request has been designed to identify total traditional Telecommunications Relay Service (TRS), Speech to Speech (STS) Service and Video Relay Service (VRS) cost and demand data requirements. Providing this information will assure consistency in the development of an average rate per interstate minute for traditional TRS, a separate average interstate rate per interstate minute for STS, and an average per minute rate for VRS to be effective July 2001 through June 2002. Cost data submitted on this data request should be:

- **total annual costs** of providing traditional TRS, Speech to Speech and Video Relay Service in English and Spanish in each center, including local, intrastate, interstate and international costs
- reported in only **one category**; the section total of expense categories should reflect the total costs of providing each service in each center
- **actual 1999 costs, annualized costs for 2000, and projected costs for 2001 and 2002**
- **costs actually associated with TRS**; if a center performs multiple functions, such as operator services and TRS, an allocation of expenses will be required to report the costs associated with TRS. Any allocated costs should be developed from accounting records using acceptable and supportable allocation methods.

If your company has more than one TRS center, use a separate data request for each center. If a center provides Traditional TRS, STS and/or VRS, please complete the appropriate expense form page for each of the services performed. If any/all of the three services are performed in Spanish at the center, please complete the appropriate expense form page for each of the Spanish services. Each expense form is identified by service and language on the first line of the form. Please also complete a CONSOLIDATED REQUEST expense form by service and language, totaling all centers' expenses for each.

Almost all costs of providing TRS, whether as part of a state-contracted service or a standalone service, **are reportable** for inclusion in the development of the reimbursement rate.

To better understand expenses that are only attributable to interstate TRS/STS/VRS, there is a separate section for each service, Section F, in which to report interstate only TRS expenses. An example would be an advertising or marketing campaign that was specific to a provider's interstate only service. These expenses will be included in the 2001 - 2002 rate development; care should be taken to ensure they are not also reported in another section of the form.

Return completed responses on or before **February 1, 2001** to:

Maripat Brennan
NECA
80 South Jefferson Road, Room S2082
Whippany, New Jersey 07981

The **original signed forms must be returned to NECA**. Questions concerning the data request should be referred to Maripat Brennan at 973-884-8063 or via email to mbrenna@neca.org. This data will be the basis for the interstate reimbursement rates for traditional TRS and STS, and for the intrastate and interstate reimbursement rate for VRS, as well as the total fund size requirement for the three services. Carrier revenue information to determine the contribution base will be filed on April 1, 2001 via the FCC Form 499-A, Telecommunications Reporting Worksheet. NECA will use the provider cost and demand information and the carrier revenue information to calculate the carrier contribution factor. **On May 1, 2001, NECA will file for the provider reimbursement rates, fund size requirement and carrier contribution factor for the fund year July 1, 2001 through June 30, 2002.**

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**Telecommunications Relay Services (TRS)
Center Data Request Instructions**

B. Form Instructions

Center Name

Enter the name of the state where the center is located or the name the provider uses to identify the center.

I. Provider/Center Identification

A. Service Provider/Administrator

Provide the requested information about the TRS provider -- the entity responsible for providing interstate TRS. The contact name requested is the name of the person who will serve as the official provider interface for the interstate TRS Fund Administrator.

B. Center Location

Enter the address of the center through which TRS is provided. The contact name requested here is the person familiar with center operations and demand data.

C. Data Request Response

List the name and contact information for the person to whom questions and requests for clarification regarding the data request response should be directed.

D. Changes, Activities & Improvements

If significant changes have occurred or are expected to occur with this center's service, please provide an explanation.

E. Other Center Information

Provide the requested information for each state served in the reporting center. The rate information is confidential and will not be shared with anyone outside of NECA. Indicate with a check whether the rate is for a completed/conversation or a total/session minute.

II. Total Traditional TRS Expense Data - English

Include all costs attributable to providing traditional TRS in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please round only to the next dollar; report all amounts in whole dollars.

A. Annual Recurring Fixed/Semi-Variable Expenses

1. **Rent:** Annual payments solely for land and/or buildings rented for the provision of TRS.
2. **Utilities:** Expenses associated with land and buildings, such as water, sewerage, fuel, and power. Telephone service costs, such as center toll free numbers, local and foreign exchange should also be included here.
3. **Building Maintenance:** Expenses for maintenance and repair.

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**Telecommunications Relay Services (TRS)
Center Data Request Instructions**

4. **Property Tax (if owned):** Taxes paid on property owned and used for the provision of TRS.
5. **Furniture (if leased):** Lease or rental expenses associated with center furnishings.
6. **Office Equipment (if leased):** Lease or rental expenses associated with office equipment.

Subtotal Section A expenses.

B. Annual Recurring Variable Expenses

1. **Salaries and Benefits:** Compensation to employees, such as wages, salaries, commissions, bonuses, incentive awards and termination payments; payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision); and social security and other payroll taxes.
2. **Telecommunications Expenses:** Expenses associated with costs of inspecting, testing, analyzing and correcting trouble; repairing or reporting on telecommunications plant (switching, transmission, operator, cable and wire) to determine need for repairs, replacements, rearrangements, and changes; costs for activities, such as controlling traffic flow, administering traffic measuring and monitoring devices, assigning equipment and load balancing, collecting and summarizing traffic data, administering trunking, and assigning interoffice facilities and circuit layout work. *Note: expenses reported here should be in addition to the telephone service expenses reported in Section A, 2.*
3. **Office Expenses:** Expenses associated with procuring office equipment and supplies; includes materials and repairs.
4. **Staff Management:** Costs incurred in providing overall administration and management, such as fees and expenses for office staff, secretaries, staff assistants, etc.; costs of supervision and office support.
5. **Billing Expenses:** Rating of toll messages and billing functions not recovered from other sources.
6. **Relay Center Management:** General and administrative costs not included in other accounts, such as providing food services, reference libraries, archives, and mail services.

Subtotal Section B expenses.

C. Annual Administrative Expenses

1. **Finance/Accounting:** Costs incurred in providing accounting and financial services. Accounting services include payroll and disbursements, property accounting, capital recovery, regulatory accounting, tax accounting, auditing, capital and operating budget and control, and general accounting. Financial services include banking operations, cash management, benefit investment fund management, etc.
2. **Legal/Regulatory:** Costs incurred for legal and regulatory services. Legal services include conducting and coordinating litigation, providing guidance on regulatory and labor matters, court costs, filing fees, cost of counsel, etc. Regulatory services include preparing and presenting information for regulatory purposes, such as responding to this data request.
3. **Engineering:** Costs incurred in the general engineering of the TRS telecommunications plant;

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Telecommunications Relay Services (TRS) Center Data Request Instructions

includes costs of research and development leading to implementation of new TRS feature unless specifically excluded.

4. **Operations Support:** Costs of training, scheduling, and counseling employees.
5. **Human Resources:** Costs incurred in performing personnel administration activities, including recruiting, hiring, forecasting, planning, and reporting.
6. **Billing:** Administrative costs of rating and providing billing information to interexchange and Exchange carriers, if not recovered by other means.
7. **Contract Management:** Costs of managing activities required by the provider contracts.
8. **Risk Management:** Management costs associated with workmen's compensation, payments in settlement of accident and damage claims, insurance premiums against losses and damages, sickness and disability payment, etc.
9. **Other Corporate Overheads:** Other administrative costs of providing TRS not included in previous categories, including marketing, advertising, customer service. **Note:** *Outreach expenses should be reported in Section II, E, 4.*

Subtotal Section C expenses.

D. Annual Depreciation/Amortization Associated with Capital Investment

1. **Furniture & Fixtures:** Depreciation expense on furniture and/or fixtures.
2. **Telecommunications Equipment:** Depreciation expense associated with capitalized costs of telecommunications equipment including switching equipment, operator services equipment, cable and wire facilities, transmission equipment, and power equipment.
3. **Leasehold:** Amortization of leasehold improvements – improvements which become a permanent part of a building, like walls or carpeting.
4. **Other Capitalized:** TRS depreciation expense not accounted for in other categories.

Subtotal Section D expenses.

E. Other TRS Expenses

1. **Taxes:** Include federal, state, local, gross receipts or other tax expenses. **Note:** *do not include property taxes previously reported in Section II, A, 4.*
2. **Other:** TRS costs not yet accounted for in the data provided, for example, profits or margins; attach an explanation of any expenses included in this category.
3. **Coin Sent Paid:** Costs incurred for coin sent paid TRS service, including technological and/or marketing expenses associated with industry solution.
4. **Outreach:** Costs of outreach programs to educate the public on TRS. **Note:** *marketing and advertising expenses should be included in Section II, C, 9.*

Subtotal Section E expenses.

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Telecommunications Relay Services (TRS) Center Data Request Instructions

F. Interstate Only TRS Expenses

Note: expenses reported here should be unique interstate expenses, significantly different from those reported elsewhere on the data request. They should not be included in any other category or reimbursed by any other entity; these costs will be included in the rate development. Space is provided to list "Other" interstate only expenses.

1. **Administrative:** Costs of performing administrative activities related only to interstate TRS, such as completing the Center Data Request and reporting interstate minutes monthly.
2. **Outreach/Advertising:** Costs of educational activities or advertising related only to interstate TRS.
- 3.-4. **Other:** List the expense in the space next to **Other** and provide the requested data. If additional space is required, add another page.

Subtotal Section F expenses.

Total Traditional TRS Expenses - English

III. Total Speech to Speech Expenses – English

Include all costs attributable to providing Speech to Speech in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please round only to the next dollar; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses.

Total Speech to Speech Expenses - English
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IV. Total Video Relay Service Expenses – English

Include all costs attributable to providing Video Relay Service in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please round only to the next dollar; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses.

Total Video Relay Service Expenses - English

V. Total Traditional TRS Expenses – Spanish

Include all costs attributable to providing Traditional TRS in Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting

Telecommunications Relay Services (TRS) Center Data Request Instructions

expenses, please round only to the next dollar; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

Total Traditional TRS Expenses - Spanish

VI. Total Speech to Speech Expenses – Spanish

Include all costs attributable to providing Speech to Speech in Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please round only to the next dollar; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

Total Speech to Speech Expenses - Spanish
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VII. Total Video Relay Service Expenses – Spanish

Include all costs attributable to providing Video Relay Service in Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please round only to the next dollar; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

Total Video Relay Service Expenses - Spanish

VIII. Annual TRS Demand Data

All minute data should be reported in **conversation minutes**. Conversation minutes are measured in terms of conversation time, i.e., from point of call completion to disconnect. **Do not include** time for call set-up, call ringing, waiting for an answer, calls that reach busy numbers or receive no answers, and call wrap-up. **1999 minutes** should be **actual** TRS conversation minutes. **2000 minutes** should be **annualized actuals**, e.g., total the actual minutes for the number of months with actual minutes, divide the total by that number of months and then multiply by 12 to get the annual figure. Minutes for **2001 and 2002** should be **projected** conversation minutes for the years. The projected minutes should reflect reasonable growth rates and include other considerations that might increase or decrease the minutes handled by a center, such as adding a new state to a center.

Provide annual, annualized and projected minutes as follows:

A. English Minutes

1. Traditional TRS Minutes Conversation Minutes

1. **Local:** TRS non-toll conversation minutes for completed calls that are included in local service

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Telecommunications Relay Services (TRS) Center Data Request Instructions

billing.

2. **Intrastate Message Telephone Service (MTS):** TRS toll conversation minutes billed for completed calls within the state. Does not include toll free or 900 service minutes.
3. **Interstate MTS:** TRS toll conversation minutes billed for completed calls across state boundaries. Does not include toll free or 900 service minutes.
4. **International MTS:** TRS conversation minutes billed for completed international calls. Does not include toll free or 900 service minutes.
5. **Toll Free:** TRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include any toll free minutes in any of the other categories.
6. **900 Service:** TRS conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
7. **General Assistance:** TRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total Traditional minutes

2. Speech To Speech (STS) Conversation Minutes

1. **Local:** STS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** STS toll conversation minutes billed for completed calls within the state. Do not include toll free or 900 service minutes.
3. **Interstate MTS:** STS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** STS conversation minutes billed for completed international calls. Do not include toll free or 900 service minutes.
5. **Toll Free:** STS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories.
6. **900 Service:** STS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** STS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total STS minutes

3. Video Relay Service (VRS) Conversation Minutes

1. **Local:** VRS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** VRS toll conversation minutes billed for completed calls within the state. Do not include toll free or 900 service minutes.

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Center Data Request Instructions**

3. **Interstate MTS:** VRS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** VRS conversation minutes billed for completed international calls. Do not include toll free or 900 service minutes.
5. **Toll Free:** VRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories.
6. **900 Service:** VRS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** VRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total VRS minutes

B. Spanish Minutes

1. **Traditional TRS Conversation Minutes**
2. **Speech To Speech (STS) Conversation Minutes**
3. **Video Relay Service (VRS) Conversation Minutes**

For Spanish Traditional TRS, Speech to Speech and Video Relay Service minutes, follow the instructions listed above for English minutes.

IX. Certification

A responsible accounting officer must certify the Center Data Request response. Please read the certification and sign accordingly.

A provider with more than one center may sign a single Certification followed by a list all of the provider's centers.

Center Name: _____

Telecommunications Relay Services (TRS) Center Data Request

Please read the attached instructions carefully before completing the data request.

I. Provider/Center Identification

A. Service Provider/Administrator

Provider: _____
 Contact Name: _____ Email ID: _____
 Address: _____
 City/State: _____ Zip: _____
 Telephone: _____ Fax: _____

B. Center Location

Provider: _____
Contact Name: _____ **Email ID:** _____
Address: _____
City/State: _____ **Zip:** _____
Telephone: _____ **Fax:** _____

C. Data Request Response

Contact Name: _____ **Email ID:** _____
Telephone: _____ **Fax:** _____

D. To assist NECA in data analysis, please summarize any service changes/activities/improvements since the 1999 filing, or planned for 2001/2002, that caused/may cause substantial changes in cost and/or demand data. Examples: addition of a state; loss of a state contract; increase in volumes due to specific outreach program; call volume decrease due to use of internet or other non-TRS technology; decrease in minutes due to new, time saving TRS technology; changes in volumes due to abnormal weather conditions; etc. Include any characteristics unique to a center (center may be in a high/low cost area; partial volunteer or part time staffing) or changes in the TRS marketplace as a whole.

[illegible]

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Center Name: _____

Telecommunications Relay Services (TRS) Center Data Request

E. Other Center Information

If additional space is required in responding to this section, please make copies of this page.
Please note if there is a different rate for TRS, STS and VRS in Spanish.

1. Current Contract and Interstate Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes ___ No ___ If yes, please indicate other source of recovery: _____

2. Current Contract and Interstate Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes ___ No ___ If yes, please indicate other source of recovery: _____

3. Current Contract and Interstate Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes ___ No ___ If yes, please indicate other source of recovery: _____

4. Current Contract and Interstate Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes ___ No ___ If yes, please indicate other source of recovery: _____

5. Current Contract and Interstate Funding Information for states/entities served by this center

State/Entity: _____
Contract Dates From: _____ To: _____
Per TRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per STS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Per VRS Minute Contract Rate: _____ Completed/conversation: _____ Total/session: _____
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes ___ No ___ If yes, please indicate other source of recovery: _____

Center D Request

II. Total Traditional TRS Expense Data - English		1%	Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses						
1. Rent						
2. Utilities						
3. Building Maintenance						
4. Property Tax						
5. Furniture (If leased)						
6. Office Equipment (If leased)						
7. Other						
Subtotal						
B. Annual Recurring Variable Expenses						
1. Salaries & Benefits						
2. Telecommunications Expenses						
3. Offices Expenses						
4. Staff Management Expenses						
5. Billing Expenses						
6. Relay Center Management						
Subtotal						
C. Annual Administrative Expenses						
1. Finance/Accounting						
2. Legal/Regulatory						
3. Engineering						
4. Operations Support						
5. Human Resources						
6. Billing						
7. Contract Management						
8. Risk Management						
9. Other Corporate Overhead						
Subtotal						
D. Annual Depreciation Associated with Capital Investment						
1. Furniture & Fixtures						
2. Telecommunications Expenses						
3. Leasehold						
4. Other Capitalized						
Subtotal						
E. Other TRS Expenses						
1. Taxes						
2. Other						
3. Coin Sent Paid Expenses						
4. Outreach Expenses						
Subtotal						
F. Interstate Only Expenses						
1. Administrative						
2. Outreach/Advertising						
3. Other expense						
4. Other expense						
Subtotal						
Total Traditional TRS Expenses - English						

III. Total Speech to Speech Expense Data - English	19. Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses				
1. Rent				
2. Utilities				
3. Building Maintenance				
4. Property Tax				
5. Furniture (If leased)				
6. Office Equipment (If leased)				
7. Other				
Subtotal				
B. Annual Recurring Variable Expenses				
1. Salaries & Benefits				
2. Telecommunications Expenses				
3. Offices Expenses				
4. Staff Management Expenses				
5. Billing Expenses				
6. Relay Center Management				
Subtotal				
C. Annual Administrative Expenses				
1. Finance/Accounting				
2. Legal/Regulatory				
3. Engineering				
4. Operations Support				
5. Human Resources				
6. Billing				
7. Contract Management				
8. Risk Management				
9. Other Corporate Overhead				
Subtotal				
D. Annual Depreciation Associated with Capital Investment				
1. Furniture & Fixtures				
2. Telecommunications Expenses				
3. Leasehold				
4. Other Capitalized				
Subtotal				
E. Other TRS Expenses				
1. Taxes				
2. Other				
3. Coin Sent Paid Expenses				
4. Outreach Expenses				
Subtotal				
F. Interstate Only Expenses				
1. Administrative				
2. Outreach/Advertising				
3. Other expense				
4. Other expense				
Subtotal				
Total STS Expenses - English				

IV. Total Video Relay Service Expense Data - English		1. Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
Subtotal					
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
Subtotal					
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
Subtotal					
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
Subtotal					
E. Other TRS Expenses					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
Subtotal					
F. Interstate Only Expenses					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
....4. Other expense					
Subtotal					
Total VRS Expenses - English					

Center Director Request

V. Total Traditional TRS Expense Data - Spanish		1	Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses						
1. Rent						
2. Utilities						
3. Building Maintenance						
4. Property Tax						
5. Furniture (If leased)						
6. Office Equipment (If leased)						
7. Other						
Subtotal						
B. Annual Recurring Variable Expenses						
1. Salaries & Benefits						
2. Telecommunications Expenses						
3. Offices Expenses						
4. Staff Management Expenses						
5. Billing Expenses						
6. Relay Center Management						
Subtotal						
C. Annual Administrative Expenses						
1. Finance/Accounting						
2. Legal/Regulatory						
3. Engineering						
4. Operations Support						
5. Human Resources						
6. Billing						
7. Contract Management						
8. Risk Management						
9. Other Corporate Overhead						
Subtotal						
D. Annual Depreciation Associated with Capital Investment						
1. Furniture & Fixtures						
2. Telecommunications Expenses						
3. Leasehold						
4. Other Capitalized						
Subtotal						
E. Other TRS Expenses						
1. Taxes						
2. Other						
3. Coin Sent Paid Expenses						
4. Outreach Expenses						
Subtotal						
F. Interstate Only Expenses						
1. Administrative						
2. Outreach/Advertising						
3. Other expense						
....4. Other expense						
Subtotal						
Total Traditional TRS Expenses - Spanish						

Center D Request

VI. Total Speech to Speech Expense Data - Spanish		15. Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (If leased)					
6. Office Equipment (If leased)					
7. Other					
Subtotal					
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
Subtotal					
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
Subtotal					
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
Subtotal					
E. Other TRS Expenses					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
Subtotal					
F. Interstate Only Expenses					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
....4. Other expense					
Subtotal					
Total STS Expenses - Spanish					

VII. Total Video Relay Service Expense Data - Spanish	11	tuals	2000 Annualized Actuals	2001 Projected	2002 Projected
A. Annual Recurring Fixed/Semi-Variable Expenses					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (If leased)					
6. Office Equipment (If leased)					
7. Other					
Subtotal					
B. Annual Recurring Variable Expenses					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
Subtotal					
C. Annual Administrative Expenses					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
Subtotal					
D. Annual Depreciation Associated with Capital Investment					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
Subtotal					
E. Other TRS Expenses					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
Subtotal					
F. Interstate Only Expenses					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
....4. Other expense					
Subtotal					
Total VRS Expenses - Spanish					

Center Name: _____

Telecommunications Relay Service (TRS) Center Data Request

VIII. Annual TRS Demand Data

A. English Minutes

1. Traditional TRS Conversation Minutes

Minutes	1999 Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total Traditional Minutes				

2. Speech To Speech (STS) Conversation Minutes

Minutes	1999 Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total STS Minutes				

3. Video Relay Service (VRS) Conversation Minutes

Minutes	1999 Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total VRS Minutes				

Center Name: _____

Telecommunications Relay Service (TRS) Center Data Request

B. Spanish Minutes

1. Traditional TRS Conversation Minutes

Minutes	1999 Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total Traditional Minutes				

2. Speech To Speech (STS) Conversation Minutes

Minutes	1999 Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total STS Minutes				

3. Video Relay Service (VRS) Conversation Minutes

Minutes	1999 Actuals	2000 Annualized Actuals	2001 Projected	2002 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total VRS Minutes				

Center Name: _____

Telecommunications Relay Service (TRS) Center Data Request

IX. Certification

I hereby certify that I have overall responsibility for the preparation of accounting data for

(TRS, STS and/or VRS PROVIDER)

and that I am authorized to execute this certification. Based upon my personal knowledge and/or information provided to me by employees or agents responsible for the preparation of data submitted herein, I hereby certify that the data has been examined and reviewed and is true and correct, and complete.

Date: _____

Signature: _____

Name: _____

Title: _____

Providers with multiple centers may sign just one Certification and should list the centers covered by the Certification in the following space.

